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Commerce & Labor Employer Association Ada County

Issue 2

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Thank you to Intermountain Gas Co., location of the 2005-2006 C & L Employer Association, Ada County Presentations

Commerce & Labor Employer Association Ada County Planning Committee Members

- Kandy Weaver, Assessment Leaders of Idaho, Chairperson
- Michelle Choate, Summit Real Estate Services
- Heather Ellis, Boise State Intern
- Bae Emilson, Boise State
- Kelly Knudsen, Volt Services
- Matt Reese, Plexus
- Sherry Roberts, Boise Upright MRI
- Jessica Shine, Express Personnel
- Rebecca Stonhill, Westaff
- Maxine Myhre, Idaho Central Credit Union

Upcoming Calendar of Events:

- May 4th Presentation: "Creating a Motivational Environment"
Intermountain Gas Co., 7:30am-9:30am \$10 per person, RSVP to john.russ@d.idaho.gov
- May 31st Boise State Center for Professional Development FLSA, Location Student Union Building, 8:30am to 12:30pm, http://cpd.boisestate.edu/courses/FLSA_Workshop.html

Employee and Recruitment Process Outsourcing: Kelly Knudsen Volt Services

In today's global marketplace, executives and business owners are finding that increased competition and the need for cost-efficiency require that they be able to adjust workforce levels quickly. That can be a daunting task even for the best Human Resource Departments. For most employers, whether they have an "HR Department" or not, it is more important than ever to know all of the options available to them when it comes to filling their workforce needs. Various Federal and State agencies as well as community and private organizations offer a wide array of staffing and recruiting services. Since many factors may influence workforce decisions, employers may adopt some or all of these resources in formulating an overall strategy to fulfill their employment requirements. Complimenting traditional resources for securing a regular core workforce, there has been an increase in staffing and recruitment outsourcing to provide flexibility required in today's competitive marketplace. This outsourcing can be broken down into two different categories; 1) employee outsourcing and 2) recruitment process outsourcing (RPO).

Employee Outsourcing

Traditionally referred to as temporary, contract or contingent employment, employee outsourcing offers several advantages to an organization:

Flexibility: Ramping up or ramping down is much easier with contract employees. Would you rather "downsize" your staffing vendor or your full-time regular employees?

Cost Savings: By the time recruitment costs, payroll burden, benefits, and other costs are factored in contract employees usually end up saving employers money.

Access to expertise: Changing technology often requires new skills that regular full-time employees might not possess.

Decrease in costs associated with employment law: Employment laws are complex and complying can incur substantial costs. These costs can be largely avoided by utilizing employees from a staffing company.

Recruitment Process Outsourcing (RPO)

RPO can be defined as outsourcing components or processes of the recruitment cycle. In recent years Human Resource departments are increasingly using this type of service because of the efficiencies that are realized. Recruiters are able to dedicate more time to their core competencies such as candidate and hiring manager interaction which is critical in this tight labor market. In addition, tapping into the expertise of a "niche" recruitment firm can provide access to candidates that a company probably wouldn't find on its own.

The processes that are outsourced are many and can include the following: job board and internal database searches, resume screening and processing, skill and personality assessments, job posting, requisition management, and employee on-boarding and orientation.

Partnership

Today's staffing and recruitment companies are increasingly becoming a major part of client organizations' overall strategic human resources solution. By partnering with both traditional workforce recruitment agencies and private staffing companies, an organization can focus on its core competencies and take advantage of opportunities that arise in a rapidly changing marketplace.

Thank you to our generous program sponsors:

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Commerce & Labor Employer Association, Ada County announces a new and easier way to pre-pay for your attendance at the Commerce and Labor Employer Association Trainings. The planning committee has developed the Speaker Series Punch Card for 2006-2007. The cost of the card is \$35.00, giving you a discount of \$5.00. The Speaker Series Punch Card can be used by anyone in your organization during the year designated at time of purchase. An organization can purchase as many as they like. All Commerce and Labor Association Trainings are eligible for CEU Credits.

Progressive Discipline: Tamsen Leachman—Hall, Farley, Oberrecht & Blanton, P.A.

Every manager dreads firing employees. However, taking the easy way out often creates more problems than it solves. It sends mixed-messages, and makes the hard truth sound less than truthful when finally stated. While there are no guarantees, a carefully planned, well documented, and fully justified decision remains the best way to reduce the risk of liability that accompanies every discharge. Although Idaho is an "at-will" state, many exceptions exist, and employees often challenge decisions they believe are unfair, even if not unlawful.

Before terminating an employee, remember the first rule of litigation—if it isn't documented, it didn't happen. You should, therefore, prepare a termination summary, even if no other documentation of problems exists. This should state your reasonable expectations, how the employee did not meet them, and provide an example or two. Do not include vague phrases such as "bad attitude," "poor attendance," or "not meeting expectations." Conclusory explanations are not a substitute for careful investigation and thoughtful analysis.

Meaningful (and accurate) examples, like "absent without permission - May 12, 13, 14," or "got into loud and disruptive argument with coworker on May 17," will tell the story and effectively explain your response. The more objective your rationale, the easier it is for others to understand and accept. In the end, most employment disputes focus on fairness and whether there is a business reason for ending the relationship. Your termination summary, therefore, is your best opportunity to document both the "what" and the "why" in a credible and logical way.

Don't miss out on the May 4th presentation entitled "Creating a Motivational Environment". This training session will be facilitated by Kara Blumberg, SPHR. Here are just a few things you will learn:

Consider the following questions:

1. Do you ever wonder why some employees don't meet performance standards in your organization?
2. Do you struggle to encourage employees to be at work consistently and on time?
3. Do you wish employees could just "figure it out" on their own without having to be repeatedly prompted to do their job?

If you answered "yes" to any of these questions, chances are you're facing motivational struggles in the workplace. Creating and maintaining a culture where employees are self-driven and challenged to perform their very best each and every day is critical to developing a great organization.

In this session we will review proven theories of communication and motivation and how they can be utilized in the workplace. We will also discuss how to hold employees and yourself, as managers, accountable and create an environment of optimum employee performance that enhances top line growth.

Kara is a Human Resource Consultant with AmeriBen/IEC Group. In this capacity Kara answers thousands of human resource-related questions each year on the IEC Resource Center Hotline. Kara also specializes in management training, compensation programs, Affirmative Action Plans, and company policy reviews. Kara serves as the Chief Editor for the company's client publications.

Kara has worked at the AmeriBen/IEC Group since 1997 where she developed the company's corporate HR function from the ground up. Her experience includes managing employee relations issues, employment regulation compliance, developing compensation programs, employee benefits, recruiting and retention, training, and conducting employee opinion surveys.

Kara holds a Bachelors Degree from the University of Washington in Psychology. She has several semesters of graduate study in counseling from Seattle Pacific University. Additionally, Kara has earned a SPHR certification.